






**ALL AMERICAN
VAN LINES INC**



BLUE BARK SHIPMENTS
How We Serve Their Sacrifice.

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VAN LINES INC**



In times of war, our service members sometimes make the ultimate sacrifice for our country. It is our honor and duty to serve their families in this difficult time.



When a military member dies in the line of service, the Department of Defense (DoD) will arrange and pay for the shipping of that member's personal items to their next of kin.



U.S. Casualties by Year

Year	U.S. Deaths
2003	486
2004	848
2005	846
2006	164
Total	2344

icasualties.org/oif/
as of 4/06/2006



PERSONNEL OVERVIEW



DEPARTMENT OF DEFENSE (DoD)

- Arranges and pays for the shipping of that member's personal items to their next of kin
- Designates Shipment as "Blue Bark"
- Provides extra level of care and handling



CASUALTY ASSISTANCE CALLS OFFICER (CACO)

- Assigned at origin and destination
- Assists next of kin with moving process
- Acts as intermediary between next of kin and TSP and its agents
- Serves as point of contact for the deceased member's next of kin



TSP PERSONNEL

- Conduct themselves in a respectful, sympathetic manner
- Act honorably as TSP and Agency representatives
- Respect the sacrifice of the fallen service member and next of kin



CUSTOMER SERVICE REPRESENTATIVE (CSR) OF THE TSP

- Monitors the Blue Bark shipment movement throughout the entire process
- Stays in contact with the CACO and TSP through the move



PROCEDURES OVERVIEW: ORIGIN AGENT



ORIGIN AGENT: BLUE BARK SHIPMENT ACCEPTANCE

- Accepts Blue Bark shipment from PPSO
- Acquires DD Form 1299 and CACO contact information
- Communicates with CACO. (The CACO is responsible for direct contact with next of kin.)
- Uses the utmost consideration and care when communicating with next of kin, if CACO is not available



ORIGIN AGENT: PROCESS

- Marks the "Blue Bark" block on web registration screen
- Faxes the DD Form 1299 and GBL immediately to Registration Department at 800.489.2166
- Contacts CACO to verify:
 - Pack, Load and Delivery Dates
 - Destination Addresses
 - Telephone Numbers
 - Pre-Move Survey Schedule



ORIGIN AGENT: PRE-MOVE SURVEY

- A visual pre-move survey **MUST** be performed on all Blue Bark Shipments (A telephone survey is unacceptable)
- CACO may be present during the Pre-Move Survey. Ask if there are any special requests or needs, and relay information to Registration Department



PROCEDURES OVERVIEW: HAULING AGENT



HAULING AGENT: BLUE BARK SHIPMENT ACCEPTANCE

- Hauling agent must inform driver of sensitive situation
- Driver must contact origin agent prior to pick-up
- Driver is responsible for conduct of loading and delivery crews
- CSR helps coordinate that a Transportation Office (TO) staff member will be present at destination
- Driver advises CSR of delivery schedule, and any changes



HAULING AGENT: BLUE BARK SHIPMENT DELIVERY

- **Direct delivery is NOT authorized on any Blue Bark shipment**
- Driver must go to assigned Destination Agent's warehouse
- Shipment must clear with destination PPSO
- TO must give driver instructions for disposition (direct delivery or SIT)
- Driver must not change Destination Agent without prior approval from CSR



HAULING AGENT: RESPONSIBILITIES

- If direct delivery of the property is authorized by the destination PPSO, expect a TO staff member to be at residence upon delivery
 - Per the DTR Part IV, Chapter 410 E.d.(3), "The destination TO will: inspect the shipment upon delivery and remain at the delivery site to record damages and provide assistance." A destination CACO may also meet the driver and his delivery crew at the delivery site
- Driver and his crew must conduct themselves professionally
- Driver and his crew perform all services as defined in the DTR
 - Unpack,
 - Reassemble and one time placement of furniture
 - Remove all unpacking material



PROCEDURES OVERVIEW: DESTINATION AGENT



DESTINATION AGENT: RESPONSIBILITIES

- Contacts destination PPSO to assist the driver in clearing the shipment
- Awaits instruction for either direct delivery to residence or placement into SIT
- Asks the PPSO if there are any special instructions or needs



DESTINATION AGENT: DELIVERING FROM SIT

- Must coordinate arrival time of the delivery crew with the TO and our CSR
- CSR will also coordinate with the destination PPSO to ensure a TO staff member will be onsite when a Blue Bark shipment delivers
- Must advise our CSR of the scheduled delivery date and time at least twenty-four (24) hours before SIT delivery to residence is to occur



DESTINATION AGENT: DELIVERING FROM SIT

- A local Quality Control Inspector to be at residence during delivery of the shipment
 - Per the DTR Part IV, Chapter 410 E.d. (3), "The destination TO will: Inspect the shipment upon delivery and remain at the delivery site to record damages and provide assistance."
- The destination CACO may also meet the driver and his delivery crew at the delivery site



DESTINATION AGENT: RESPONSIBILITIES

- Inform their delivery crew of the sensitive nature of the shipment
- Ensures delivery crew conducts themselves respectfully
- Performs all services in accordance with the DTR, such as, unpack, reassemble and one time placement of furniture, and to remove all unpacking material

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THANK YOU
from All American Van Lines Inc.